

SC SUNS Tech Note SC1 – SASI Agent Has Not Registered

Symptom: In the Post-Install Checklist, part 2 (“Are the Agents Registered”), Step 6, you see that in one or more zones the Student Locator Agent has registered but the SASI agent has not registered. This may be true of one, several, or all zones on your machine.

If you see this symptom, please check the following:

1. Have you waited long enough? Particularly on T1 connections, or on heavily loaded high-speed connections, the registration process can take 25-45 minutes per school. If you have many schools, that can add up quickly as the agent registers consecutively.

Fortunately, registration is a one time event.

2. If your SUNS machine (the computer where you installed the SUNS district software) runs Windows XP, make sure it is patched to Service Pack 2.
3. If your SUNS machine runs Windows XP Service Pack 2, and if your SUNS machine has the Windows Firewall enabled, make sure you added the exceptions to the Firewall for “java.exe” and “javaw.exe” as indicated in the Installation Guide in step 16 of the “Installing the Software” procedure. (This reference is accurate for the 1.0 and 1.01 releases of the Installation Guide.)
4. If your SUNS machine runs some software firewall program like ZoneAlarm, Norton Internet Security, etc. other than the Windows Firewall, then use the “Installing the Software” procedure as a guide to configuring your software firewall to permit access by “java.exe” and “javaw.exe”. Hardware firewalls or firewalls on other machines will not affect registration.
5. Verify the network path and connection activity by doing the following:
 - a) Open a new web browser window and go to the InstallForms web site (<http://installforms.edustructures.com/deploywizard/state/sc>)
 - b) Log in to InstallForms with your four digit district ID, five digit zip code, and the password SC
 - c) Click on the link for the school for which the SASI agent has not yet registered
 - d) Select all the text in the “UNC” path field in the school InstallForms data
 - e) Copy the text (don’t delete or cut it, just copy it)
 - f) From the Start menu, select the Run... command
 - g) In the “Run” box that appears, paste the text you just copied
 - h) Press [enter]

Within a minute or so, depending on network conditions, a new window should appear showing the contents of that school's SASI folder. If the window does not appear within two or three minutes, then you probably have a network connection problem, or the path may have been entered incorrectly in Install Forms. Check both possibilities carefully and repair as needed.

- i) Repeat steps c through h for each school that has SASI registration issues
6. Go to standalone mode and watch the registration process as set forth below. This process lets you know whether the registration is occurring, and in many cases it speeds up the registration process somewhat.
 - a) Open the Services applet in Control Panel
 - b) Find the service named "Edustructures SASIxp SIF Agent"
 - c) Stop the service named "Edustructures SASIxp SIF Agent" but DO NOT stop the "Edustructures SASIxp SIF Agent Database" service; you should leave that database service running
 - d) From the Start menu, select All Programs, then Edustructures, then SASI, then "SASI SIF Agent (Standalone)"
The SIF Agent starts up and shortly an icon will appear in the tray in the lower right corner
 - e) Click the icon in the tray to bring up the SASI SIF Agent console
The console contains one line for each school. Schools that have registered will have a green checkmark to the left.
 - f) Highlight the first school that has not yet registered, and select "Connect" from the "Zone" menu
 - g) Repeat step f for each school that has not yet registered
 - h) To watch a school's registration in progress, double-click on the school's name and a Zone Status window will appear with a bar showing the progress of the registration
If the bar stalls for a long time (such as not moving for more than 30 minutes), it may indicate a problem; close the Zone Status window, open it again, and if it still does not move within 30 more minutes, contact DTS.
 - i) When all of your schools have registered, select "Exit and Shutdown Agent" from the File menu.
The Console will close and the icon will be removed from the tray.
 - j) Open the Services applet in Control Panel
 - k) Start the "Edustructures SASIxp SIF Agent" service